

## **PROGRAMMING SERVICES**

The Office of Thrift Supervision (OTS), U.S. Department of the Treasury, is soliciting proposals from GSA schedule holding small businesses only under NAICS code 541511.

Offerors should follow the directions in this solicitation document and submit a proposal by February 28, 2002.

Any contract resulting from this solicitation will incorporate the awardee's GSA schedule and follow the terms and conditions of that contract as well as the terms and conditions specified herein.

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## **STATEMENT OF OBJECTIVES**

### **1.0 Objective**

This is a performance based statement of objectives (SOO) for programming services at the Office of Thrift Supervision (OTS). Performance based SOO's are designed to encourage innovation and to allow the contractor to provide the Government with the best possible solution.

Contractor performance evaluations will be continuous throughout the contract term.

### **2.0 Background**

The Information Systems, Administration, and Finance Division (ISAF) of OTS is responsible for supporting all personal computers and servers, network operations, national information systems, data collection and economic analysis at the Bureau. Data from the national information systems is distributed throughout OTS, savings associations, the public, the financial community, other government agencies and Congress.

ISAF is responsible for post implementation monitoring and software maintenance on approximately 30 recurring production applications such as: payroll; accounting; industry financial data and statistical reports; and all new application development activities required by various organizational units within the OTS. These systems, which require development and/or maintenance work can generally be characterized as commercial data processing systems. New application development activities include feasibility and cost benefit studies of proposed applications.

OTS' data processing environment currently uses a Compaq Alpha System operating under VMS, which is accessed via terminal emulation from IBM PC compatible microcomputers using Microsoft Windows 95 or 98. Applications are generally written in Alpha Cobol which access RMS files and Oracle Rdb databases. FMS (Forms Management System) is used for screen management. Application systems operate in an interactive mode (under control of initiating user's terminal), batch mode (under control of the respective operating system) and network mode with our 5 Regions.

Currently, OTS has two contractors (10 employees) performing these services using several labor categories (senior computer systems analysts, senior computer programmers, senior web specialists and web specialists). Contractor personnel are proficient in complete systems design and development life cycle to meet requirements analysis in functional and systems design, maintenance and enhancement, development, programming, testing and implementation, and user training. They also have specialized experience in an Alpha/VMS environment working with COBOL, Oracle Rdb (formerly Digital Rdb) using SQL, FMS and implementing web pages for the Internet, Intranet or Extranet, cold fusion application development, including development with remote users.

### **3.0 Scope**

Contractor shall provide applications systems development and maintenance of “legacy systems” using Alpha/VMS, Alpha utilities, text editors, and batch control stream processing.

While the majority of contractor support will be in the areas of Alpha/VMS, Cobol, RMS, Oracle Rdb, FMS, Focus, SAS and Fortran, web based application support will also be required. Future OTS strategies will include transitioning and modernizing Alpha applications into a PC web-based environment and developing new PC web-based applications.

#### **OTS Software Environment**

Software Description	Alpha	PC/Web
Operating System	VMS	Microsoft Windows 95 or 98 Microsoft Windows NT
Language	DCL, Cobol, Fortran, RunTimeLibrary, C, C++	HTML, CFML, DHTML, C++, Java
Editors	EDT, LSE	Cold Fusion Studio
System Management		Microsoft BackOffice, Microsoft Windows NT
File Management	RMS, FDL, CDD	
Screen Management	FMS, SCOPE	Windows based GUI
4GL	Focus, SAS, IFPS	PC FOCUS, Crystal Report or equiv., PC SAS, Visual Basic
Database	Oracle Rdb, Rdo/SQL	Microsoft Access, SQL Server, Oracle 8x
Spreadsheet	Foccalc	Microsoft Excel
Communications	Decnet/LAT, TCP/IP	Reflections
Wordprocessing	WPS+	Microsoft Word
Graphics		Microsoft PowerPoint
Mail/Office Management	Allin1, Allin1/Scripts	Microsoft Office Suite, Microsoft Outlook
Case	DECset (CMS, MMS, DTM, PCA)	Oracle Designer, Rational

Contractor competence on the Alpha is critical since the size of the ISAF staff and workload preclude any diversion of ISAF technical resources for Contractor support.

Detailed requirements within the broad scope of this statement of objectives or required modifications will be specified as required.

## **4.0 Performance/Desired Outcomes**

Performance/desired outcomes required for applications systems development include, but are not limited to: studies; analyses; assessments; software design; development; and maintenance. This development effort will be completed in accordance with the OTS Software Development Guide. A copy of this guide will be provided upon request. This section applies to both legacy & modernized systems.

Performance/desired outcomes for individual tasks under the contract include but are not limited to:

- formulating procedures for solutions and interacting with users and technical personnel to determine data processing problems, needs and subject matter;
- analyzing subject-matter operations to be automated and identifying conditions and criteria required to achieve satisfactory results, including specifying number and types of records, files, programs, and documents to be used;
- developing general and detailed systems design, conducting management presentations, developing data and module flows, developing program specifications and producing highly efficient and effective program code;
- developing test plans and data, conducting system and integration testing, system implementation, preparing and conducting user training, developing system documentation, including technical system documentation, production procedures and run books, user guides and training materials;
- recommending hardware and software enhancements/changes for more effective overall operations;
- analyzing and developing large complex programs;
- converting program specifications into modular structured program code;
- developing sequence of program steps and modules;
- identifying and developing common routines;
- developing program design and writing detailed flow charts and pseudocode;
- performing design and code walkthroughs;
- preparing written test plans and data and testing and correcting programs;
- system testing;
- preparing command files for production environment;
- analyzing, reviewing, and altering programs to increase operating efficiency or adapting to new requirements;
- documenting program logic and code and maintaining an audit trail of program developments and revisions;
- performing logical data modeling and physical database conversion (using Data Definition Language and Data Manipulation Language);
- implementing Web pages and applications for the Internet, Intranet, or Extranet commerce projects;
- designing and managing application development projects;
- developing web-based solutions derived from interviews and other specifications;
- developing IDE's to create Web-based templates, forms and application framework;

- applying HTML, DHTML, JavaScript, SQL, and other current technologies to create dynamic Web-based solutions;
- developing TCP/IP, secure electronic transactions, networks and Internet security;
- designing, developing, testing, and implementing web based applications; and,
- preparing web pages and applications for the Internet, Intranet, or Extranet.

## **5.0 Quality Assurance**

Quality assurance measurements under this contract are detailed in the contract performance template. The purpose of the template is to specify the performance standards expected of the contractor. The template has been designed with OTS' expectation of consistently high contractor performance levels throughout the term of the contract. The OTS will measure, evaluate, and reward outstanding contractor performance according to the template. Further, the template provides the Contractor and OTS a proactive way to recognize and correct unacceptable or deficient performance. Unacceptable or deficient performance will be brought to the attention of the contractor in writing. Several written notices issued to the contractor may invoke contractual remedies specified in this contract or in the contractors GSA schedule contract.

The contractor is entitled to rebut evaluation ratings, though the contracting officer will make the final decision in these matters. Problems noted that are clearly not the fault of the contractor or are not within the contractor's control, as determined by the contracting officer, shall not count against the contractor. Any problems encountered or deficiencies noted will be discussed with the contractor.

The Contractor, COTR, and Contracting Officer may meet periodically to discuss any modifications needed to the template. Adjustments may be made only by written modification to the contract signed by an OTS Contracting Officer.

## CONTRACT PERFORMANCE TEMPLATE

Desired Outcomes	Required Service by Contractor	Performance Standard	Monitoring Method/Frequency	Incentives/Disincentives for Meeting or Not Meeting the Performance Standard
The Contractor shall maintain, continuously develop, and transition those information systems used by ISAF and all its customers. Contractor shall maintain complete and accurate documentation and make revisions as needed. Contractor employees are to stay current of industry changes.	Proactive and efficient project implementation and completion. Reported problems resolved quickly and efficiently. Contractor shall provide sufficient qualified and courteous personnel to meet performance levels. Work products completed on time. Timely submission of accurate documentation; reworked and modified as needed.	Contractor is to maintain sufficient staffing levels to ensure that programming services run smoothly as measured by no complaints received or only minor issues identified on periodic surveys or reviews. Substantially accurate reports submitted or only minor inaccuracies identified.	The COTR shall take periodic surveys to determine level of contractor performance provided and if all reporting requirements are being met. Quality Feedback reviews will be obtained from project leaders and managers. The COTR will also perform code review of programs as well as review other submitted documentation.	For meeting or exceeding the performance standards for 3 of 4 quarters of the year, extend contract for up to one-year on a non-competitive basis. For meeting or exceeding the performance standard for all quarters of a contract year, contractor will also receive an "outstanding" rating on the yearly Contractor Performance Report for Quality of Product or Service and Timeliness of Performance. This is a subjective rating by the Contracting Officer. The number of complaints will be taken into account as well as any circumstances beyond the control of the contractor. Ratings will be substantiated with documentation. For individual contractor employee or contractor team recognition of superior performance OTS may provide in-house or computer based training. The OTS, at its discretion, may also fund (via reimbursement to the contractor), monetary and/or non-monetary awards for individual contractor employee or contractor team superior performance.
	Pro-active and professional working relationship with COTR and all other OTS Staff.	COTR or Contracting Officer is kept informed in a timely manner of situations that may affect systems, hardware, software, or performance under the contract.	Periodic Surveys	
Accurate contractor invoices submitted for payment. Terms of contract followed and administrative matters handled promptly. Calls returned promptly.				Contractor will receive an "outstanding" rating on the yearly Contractor Performance Report for Business Relations for accurate invoice submission, calls returned timely, and administrative issues handled promptly for 11 of 12 months of the year.

## **SPECIAL REQUIREMENTS**

In addition to the terms and conditions of the Contractor's GSA Schedule Contract No. \_\_\_\_\_ the clauses, terms, and conditions apply to this contract. The contractor is to provide only GSA Schedule labor categories for this contract.

### **1.0 Invoicing**

The contractor shall submit an original invoice and two copies to the following address:

Office of Thrift Supervision  
1700 G Street, N.W.  
Finance, 2<sup>nd</sup> Floor  
Washington, D.C. 20552

An invoice must include –

1. Name and Address of the Contractor;
2. Invoice Date;
3. Contract number, Contract line item number and, if applicable, the order number;
4. Description, quantity, unit of measure, unit price and extended price of the items delivered;
5. Terms of any Prompt Payment discount offered;
6. Name and address of official to whom payment is to be sent; and
7. Name, title, and phone number of person to be notified in event of defective invoice.

### **2.0 Period of Performance**

Base Year - Date of Award through 1 year

Option Year 1 – 1 Year

Option Year 2 - 1 Year

Option Year 3 – 1 Year

### **3.0 Federal Acquisition Regulation (FAR) and Treasury Clauses**

#### **52.217-8 Option to Extend Services (Nov 1999)**

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days expiration of the contract.

52.217-9 Option to Extend the Term of the Contract (Mar 2000)

The Government may extend the term of this contract by written notice to the Contractor before expiration of the current term; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension. (b) If the Government exercises this option, the extended contract shall be considered to include this option clause. (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 4 years.

52.232-19 Availability of Funds for the Next Fiscal Year (Apr 1984)

Funds are not presently available for performance under this contract beyond the base year. The Government's obligation for performance of this contract beyond that date is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this contract beyond the base year, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

52.232-33 Payment by Electronic Funds Transfer-Central Contractor  
Registration (May 1999)

(a) *Method of payment.*

(1) All payments by the Government under this contract shall be made by electronic funds transfer (EFT), except as provided in paragraph (a)(2) of this clause. As used in this clause, the term "EFT" refers to the funds transfer and may also include the payment information transfer.

(2) In the event the Government is unable to release one or more payments by EFT, the Contractor agrees to either-

- (i) Accept payment by check or some other mutually agreeable method of payment; or
- (ii) Request the Government to extend the payment due date until such time as the Government can make payment by EFT (but see paragraph (d) of this clause).

(b) *Contractor's EFT information.* The Government shall make payment to the Contractor using the EFT information contained in the Central Contractor Registration (CCR) database. In the event that the EFT information changes, the Contractor shall be responsible for providing the updated information to the CCR database.

(c) *Mechanisms for EFT payment.* The Government may make payment by EFT through either the Automated Clearing House (ACH) network, subject to the rules of the National Automated Clearing House Association, or the Fedwire Transfer System. The rules governing Federal payments through the ACH are contained in 31 CFR part 210.

(d) *Suspension of payment.* If the Contractor's EFT information in the CCR database is incorrect, then the Government need not make payment to the Contractor under this contract until correct EFT information is entered into the CCR database; and any invoice or contract financing request shall be deemed not to be a proper invoice for the purpose of prompt payment under this contract. The prompt payment terms of the contract regarding notice of an improper invoice and delays in accrual of interest penalties apply.

(e) *Contractor EFT arrangements.* If the Contractor has identified multiple payment receiving points (*i.e.*, more than one remittance address and/or EFT information set) in the CCR database, and the Contractor has not notified the Government of the payment receiving point applicable to this contract, the Government shall make payment to the first payment receiving point (EFT information set or remittance address as applicable) listed in the CCR database.

(f) *Liability for uncompleted or erroneous transfers.*

(1) If an uncompleted or erroneous transfer occurs because the Government used the Contractor's EFT information incorrectly, the Government remains responsible for-

- (i) Making a correct payment;
- (ii) Paying any prompt payment penalty due; and
- (iii) Recovering any erroneously directed funds.

(2) If an uncompleted or erroneous transfer occurs because the Contractor's EFT information was incorrect, or was revised within 30 days of Government release of the EFT payment transaction instruction to the Federal Reserve System, and-

- (i) If the funds are no longer under the control of the payment office, the Government is deemed to have made payment and the Contractor is responsible for recovery of any erroneously directed funds; or
- (ii) If the funds remain under the control of the payment office, the Government shall not make payment, and the provisions of paragraph (d) of this clause shall apply.

(g) *EFT and prompt payment.* A payment shall be deemed to have been made in a timely manner in accordance with the prompt payment terms of this contract if, in the EFT payment transaction instruction released to the Federal Reserve System, the date specified for settlement of the payment is on or before the prompt payment due date, provided the specified payment date is a valid date under the rules of the Federal Reserve System.

(h) *EFT and assignment of claims.* If the Contractor assigns the proceeds of this contract as provided for in the assignment of claims terms of this contract, the Contractor shall require as a condition of any such assignment, that the assignee shall register in the CCR database and shall be paid by EFT in accordance with the terms of this clause. In all respects, the requirements of this clause shall apply to the assignee as if it were the Contractor. EFT information that shows the ultimate recipient of the transfer to be other than the Contractor, in the absence of a proper assignment of claims acceptable to the Government, is incorrect EFT information within the meaning of paragraph (d) of this clause.

(i) *Liability for change of EFT information by financial agent.* The Government is not liable for errors resulting from changes to EFT information made by the Contractor's financial agent.

(j) *Payment information.* The payment or disbursing office shall forward to the Contractor available payment information that is suitable for transmission as of the date of release of the EFT instruction to the Federal Reserve System. The Government may request the Contractor to designate a desired format and method(s) for delivery of payment information from a list of formats and methods the payment office is capable of executing. However, the Government does not guarantee that any particular format or method of delivery is available at any particular payment office and retains the latitude to use the format and delivery method most convenient to the Government. If the Government makes payment by check in accordance with paragraph (a) of this clause, the Government shall mail the payment information to the remittance address contained in the CCR database.

1052.204-72 (Treasury Dept.) REQUIRED CENTRAL CONTRACTOR  
REGISTRATION (JAN 2002)

The United States Department of the Treasury has adopted the Department of Defense's Central Contractor Registration database as its database for contractor information. (This clause does not apply to the Treasury Bureau known as the Comptroller of the Currency.) Accordingly, the following requirements apply to this contract.

(a) Definitions. As used in this clause --

(1) "Central Contractor Registration (CCR) database" means the primary Department of Defense (DoD) repository for contractor information required for the conduct of business with DoD.

(2) "Data Universal Number System (DUNS) number" means the 9-digit number assigned by Dun and Bradstreet Information Services to identify unique business entities.

(3) "Data Universal Numbering System+4 (DUNS+4) number" means the DUNS number assigned by Dun and Bradstreet plus a 4-digit suffix that may be assigned by a parent (controlling) business concern. This 4-digit suffix may be assigned at the discretion of the parent business concern for such purposes as identifying sub-units or affiliates of the parent business concern.

(4)“Registered in the CCR database” means that all mandatory information, including the DUNS number or the DUNS+4, if applicable, is in the CCR database; the DUNS number has been validated; and all edits have been successfully completed.

(b)(1) By submission of an offer, the offeror acknowledges the requirement that it must be registered in the CCR database prior to contract award, during performance, and through final payment of any contract resulting from this solicitation, except for awards to foreign vendors for work to be performed outside the United States.

(2) The offeror shall provide its DUNS or, if applicable, its DUNS+4 number with its offer, which will be used by the Contracting Officer to verify that the offeror is registered in the CCR database.

(3) Lack of registration in the CCR database will make an offeror ineligible for award of a Treasury contract.

(4) DoD has established a goal of registering an applicant in the CCR database within 48 hours after receipt of a complete and accurate application via the Internet. However, registration of an applicant submitting an application through a method other than the Internet may take up to 30 days. Therefore, offerors that are not registered should consider applying for registration immediately upon receipt of this solicitation.

The Contractor is responsible for the accuracy and completeness of the data within the CCR, and for any liability resulting from the Government’s reliance on inaccurate or incomplete data. To remain registered in the CCR database after the initial registration, the Contractor is required to confirm on an annual basis that its information in the CCR database is accurate and complete.

(d) Following the Contractor’s initial registration in CCR and receipt of any Treasury Department (excluding the Comptroller of the Currency) award of a contract, purchase order, delivery order, task order, basic agreement, basic ordering agreement, or blanket purchase agreement, the Contractor must directly notify the Contracting Officer of any of its changed mandatory business data in CCR within three business days of the change. (See the CCR Handbook at [www.ccr.gov](http://www.ccr.gov) for the current mandatory registration data fields, or contact the CCR Assistance Center at 888-227-2423 or 616-961-4725.)

(e) Offerors and contractors may obtain information on registration and annual confirmation requirements via the Internet at <http://www.ccr.gov>, from the Defense Electronic Business Program Office (Defense e-Business) at [contact.ccr@us.pwcglobal.com](mailto:contact.ccr@us.pwcglobal.com), from the CCR Assistance Center at 888-227-2423 or 616-961-4725, from the Defense Logistic Information Service at [dlis\\_support@dlis.dla.mil](mailto:dlis_support@dlis.dla.mil).

(f) Contractors such as some consultants and sole proprietorships that are small firms that would otherwise have no use for a Dun & Bradstreet (D&B) number, may use an alternative D&B registration method. If needing a D&B number principally for CCR registration, such a Contractor should call D&B toll-free at 800/333-0505, and clearly state that it is a very small business and simply needs a DUNS number for the purpose of CCR registration.

## **4.0 Personnel Security Requirement**

The Government and the contractor recognize that contractor employees will have access to sensitive Government information. Therefore, all personnel proposed to work under the contract must undergo a security background investigation to determine suitability. The contractor is responsible for pre-screening all personnel proposed to work under this contract and for ensuring that all such persons have completed a Standard Form 85—Questionnaire for Non-Sensitive Information, FD-258—Fingerprint Chart (Fingerprints will be taken by the Government), Declaration for Federal Employment, and Resume for the purpose of a government performed security investigation. Because of the sensitive nature of the information provided on these forms, the contractor shall require its employees to submit completed forms in a sealed envelope directly to the contracting officer. All forms must be submitted within 30 days after contract award. The contractor will also be responsible for ensuring that the contracting officer receives forms for all individuals proposed for hire during the life of the contract within 30 days of their employment.

In addition to the above documents, the contractor is required to provide a copy of Immigration and Naturalization Service (INS) Form I-9 for each employee working on-site at OTS' location. Copies of this form are available at [www.ins.gov](http://www.ins.gov)

The form should be provided to the OTS Security Officer, Glenda Spence, for all new employees added to the contract. Ms. Spence's address is:

Office Of Thrift Supervision  
Human Resources Office, 2<sup>nd</sup> Floor  
1700 G Street, N.W.  
Washington, D.C. 20552

Offerors intending to use non-U.S. citizens are required to meet applicable Department of Labor (DOL) Foreign Labor Certification Program and U.S. Immigration and Naturalization (INS) requirements. Non-U.S. Citizens to be employed under this contract must have legal visa status with the Immigration and Naturalization Service (INS), authorization to work in the U.S., and have resided in the U.S. long enough for information obtained from a background investigation to reveal enough information to determine suitability for employment under the contract.

OTS uses several basic factors in making suitability determinations for contract employees. Individuals may be barred from working on the premises of an OTS facility for factors such as delinquency in any amount due for Federal taxes, felony conviction for a crime of violence or a misdemeanor involving moral turpitude, falsification of information entered on security screening forms or other documents, improper conduct once performing under the contract, including criminal, infamous, dishonest, immoral, or conduct prejudicial to the Government regardless of whether the conduct directly related to the contract, any conduct judged to pose a potential threat to the public and OTS personnel or property, maintaining citizenship in "hostile" countries, and reasonable doubt of loyalty to the U.S. These factors are intended as a guide and are not all inclusive of all disqualifying situations.

OTS has full control over granting, denying, withholding, and terminating access to OTS facilities and/or sensitive information to contractor employees based on the results of a security screening. Compliance with the requirements shall not be construed as providing a contract employee clearance to have access to classified information.

If OTS receives disqualifying information on a contract employee, the contractor, upon notification of disqualifying information, agrees to remove the employee from work under this contract. Removing an employee based on disqualifying information is not subject to equitable adjustment under the contract.

## **5.0 Place of Performance**

Services are to be performed at OTS' Headquarters, 1700 G Street, NW, Washington, DC, 20552. The contractor is required to provide on-site support during ISAF's hours of operation. ISAF's operates on a flextime schedule. Flextime schedules allow a start time as early as 7:30 A.M. and as late as 9:00 A.M. A nine-hour day with one hour for lunch is standard. The COTR may extend Flextime to the contractor if appropriate.

The OTS will provide, at its expense, at the above location, office space, equipment, materials and all necessary time on the Alpha computers.

Contract employees must wear, in a visible manner, an OTS identification badge. Each contract employee is required to enter time into the ISAF Time reporting system for task tracking purposes.

## **6.0 Work Authorization**

Specific requirements within the broad scope of the Statement of Objectives will be described on individual task orders.

The OTS may award annual task orders as well as task orders of shorter duration based on the estimated support required. The OTS will then draw down from the task order's estimated ceiling as the contractor performs the work specified on individual task requests.

The contractor shall submit invoices based only on actual labor hours expended in accordance with the negotiated fixed billing rate. Only an OTS Contracting Officer may authorize work under this contract. Work authorization is given by issuance of task orders which shall describe the objective to be accomplished, time for completion, constraints, technical specifications, etc. The COTR shall respond to subject matter and technical questions that arise. A Task Order may not necessarily call for a single task or a complete, integrated set of sub-tasks, but some Task Orders may involve discrete, non-continuous combinations of sub-tasks or may be defined in terms of a level of effort over a defined period of time. At a minimum, each Task Order request will include the following:

A description of the objective/outcome to be accomplished;  
The service category of personnel to be proposed;  
The estimated period of performance or required completion date;  
Security requirements;  
Deliverables and reporting requirements;  
A date and time for a response to the request.

In response to a task order request, the Contractor shall develop a work plan for the task(s) showing time and person-hour category resource estimates. The Contracting Officer shall request resumes and a matrix of number of months experience in relevant software on the individuals to perform specified tasks prior to the issuance of each Task Order. References should be provided for proposed personnel and the Contracting Officer or COTR reserves the right to interview, accept or reject proposed personnel. When the Contracting Officer or his designated Contract Administrator, approves the Task Order, the Contractor shall commence work on the date specified in the Task Order. The Contractor shall not exceed the authorized dollar limitation per Task Order. If it becomes apparent that the specified task(s) is going to exceed the hours allocated to the Contractor by the Government, the Contractor shall notify the OTS Contracting Officer, in writing, when 75% of the hours have been expended. Upon review of such request, the Contracting Officer shall either deny or approve such request, and the contract shall be modified accordingly.

For Task Order estimates involving maintenance and extensions to already existing systems, and for performance of this work, Contractor personnel shall be expected to obtain most of their background information from existing system and program documentation. ISAF personnel will be available to provide clarification of the ISAF documentation or to provide supplemental information. The Contractor is responsible for review of all items to be delivered under any resultant contract. Contractor is also responsible for review of all time and progress reports as well as quality assurance reviews. Deliverables are subject to approval by the COTR. ISAF will provide no supervisory or instructional assistance to the contractor's personnel.

## **7.0 Personnel Substitution**

Personnel substitution under this contract may be done only with individuals of equal or greater qualifications and only after receiving prior written approval of the Contracting Officer.

## **INSTRUCTIONS TO OFFERORS**

Offerors should submit four copies of a Technical and Cost Proposal. The technical and cost proposal must be separate and are to contain no more than 10 pages total, excluding resumes, summary of personnel qualifications sheets, and past performance information sheets. The proposal must sufficiently demonstrate in a clear, concise, and logical manner the offeror's ability to satisfy the requirements of the Statement of Objectives.

### **1.) Technical Proposal**

- Business Description, Brief History, and Management Capability.

Offeror should describe the business and provide a brief history of the company. Also discuss procedures it employs to manage projects, recruit and train employees, and ensure quality, including adherence to client standards and procedures. This part of the proposal must reflect a clear understanding of OTS' software environment and clearly demonstrate the offerors ability to meet the performance/desired outcomes specified in Paragraph 4.0 of the Statement of Objectives.

- Past Performance Documentation (submit information on past performance sheet below)

Identify at least two recent and relevant contracts (within the past 18 months). Relevant experience is defined as activities that are the same or substantially the same as that described in the Statement of Objectives in an Alpha/VMS, Cobol, Oracle Rdb, FMS, Focus, SAS and Fortran and an IBM PC compatible/Web environment.

- Personnel Qualifications

A current resume of no more than 2 pages for each proposed individual. Proposed labor category must be on offeror's GSA schedule. Resumes must clearly demonstrate that proposed individuals have recent relevant experience and can work interchangeably on the software/languages specified in the Statement of Objectives.

Each resume' must include the following signed statement: "I am available for employment with (Contractor Name) if awarded this contract."

Fill out and submit a matrix (see below) of software qualifications for all individuals the Contractor proposed to be assigned to OTS Task orders.

### **2.) Price Proposal**

A fully loaded hourly labor rate based on performance at OTS' facility for each proposed individual for the base and each option year.

## **Contractor Past Performance Information**

Name of Company where  
work was performed:

Start Date:

End Date:

Type(s) of Hardware used:

Programming Languages Used:

Databases Used:

Number and Types of Staff Used:

Description of Work Performed:

### Summary of Personnel Qualifications Technical Skills (in Months)

Summary of Personnel Qualifications	Technical Skills	(in Months)
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## **EVALUATION of PROPOSALS**

The primary objective of the OTS is to select a proposal that will best satisfy the technical requirements of this solicitation at a price that is considered fair and reasonable. Proposals, therefore, should be as complete as possible with supporting documentation to facilitate a complete evaluation while not exceeding the page limits specified in this solicitation.

Award is anticipated to be made to the responsible offeror(s) whose proposal represents the best value to the Government. The government may make multiple awards as a result of this solicitation.

Evaluation will be performed using the factors listed below which are arranged in descending order of importance. When combined, technical and management capability and past performance are significantly more important than price.

Technical and Management Capability  
Past Performance  
Price

After receipt of proposals, it may be necessary to call in one or more offerors whose proposal appears to be most favorable for oral presentations, further discussions, and preliminary negotiation.

Using the stated evaluation factors, the government may award a contract without discussion (or with only minor clarifications as permitted by FAR 15.306) to the vendor it determines offers the best value to effectively satisfy the requirements of the Statement of Objectives.

### **Technical and Management Capability**

The technical proposal should follow the information specified in the "Instructions to Offerors Section" and will be evaluated based on the technical criteria in the Statement of Objectives. Proposals that are determined technically acceptable will then be evaluated based upon the price submitted. Price will be a factor in the award decision; however, there is no guarantee that the lowest priced offer will be accepted since award will be made on the basis of the best value to the government.

Experience is the opportunity to learn by doing. The Government will evaluate each offeror's organizational experience on the basis of its breadth, its depth, and its relevance to the work that will be required under the prospective contract, based on the information provided in the past performance sheets submitted in the proposal. The Government will also consider the organizational experience of the offeror's subcontractors.

Prior to award of a contract resulting from this solicitation, the Government reserves the right to inspect the facilities of any offeror. Indication of inadequate management, such as, but not limited to, evidence of failure to meet delivery dates, unsound financial structure, insufficient personnel staffing and/or unsatisfactory performance shall be sufficient cause for rejection of that company's proposal from further consideration.

### **Past Performance**

The Government will evaluate the quality of the offeror's recent past performance based on the currency and relevancy of work performed that is similar both in scope and complexity. More recent performance will have a greater impact on the evaluation than less recent performance. This evaluation is separate and distinct from the Contracting Officer's responsibility determination. The assessment of the offeror's past performance will be used to evaluate the relative capability of the offeror(s) to successfully meet the requirements of the RFP. Past performance of significant and/or critical subcontractors will be considered to the extent warranted by the subcontractor's involvement in the proposed effort. The Government reserves the right to obtain information for use in the evaluation of past performance from any and all sources including sources outside of the Government. Offerors lacking relevant past performance history will receive a neutral rating for past performance. However, the proposal of an offeror with no relevant past performance history, while rated neutral in past performance, may not represent the most advantageous proposal to the Government and thus, may be an unsuccessful proposal when compared to the proposals of other offerors. The offeror must provide the information requested above for past performance evaluation or affirmatively state that it possesses no relevant or similar past performance experience. The Government reserves the right not to evaluate or consider for award the entire proposal from an offeror that fails to provide the past performance section.

The Government will contact some of each offeror's (and proposed subcontractor) customers to verify information provided by the offeror on the past performance information sheet and to ask whether or not they believe: (1) that the offeror was capable, efficient, and effective; (2) that the offeror's performance conformed to the terms and conditions of its contract; (3) that the offeror was reasonable and cooperative during performance; (4) that the offeror was committed to customer satisfaction; and, (5) if given a chance would they select the same or a different contractor team.

#### **Past Performance Ratings:**

The following adjectival definitions will be used in evaluating past performance:

**NEUTRAL**: No relevant past performance available for evaluation. Offeror has asserted that it has no relevant directly related or similar past performance experience. Proposal receives no merit or demerit for this factor.

**OUTSTANDING**: No risk anticipated with delivery of quality product, on time, or of any degradation of performance or lack of customer satisfaction (or cost growth if applicable) based upon offeror's past performance.

BETTER: Very little risk anticipated with delivery of quality product, on time, or of degradation of performance or lack of customer satisfaction (or cost growth if applicable) based upon the offeror's past performance.

SATISFACTORY: Some potential risk anticipated with delivery of quality product, on time, and of degradation or lack of customer satisfaction (or cost growth if applicable) based upon the offeror's past performance.

MARGINAL: Significant potential risk anticipated with delivery of quality product, on time, and of degradation of performance based upon the offeror's past performance. (Ratings of marginal does not by itself make the proposal ineligible for award.

### **Price**

Offerors proposed loaded hourly rates for each labor category will be multiplied by the number of labor hours required for that category for the entire specified term.

Since all performance under the contract will be at the Government's facility, proposed fixed billing rates will be evaluated based on the offerors off-site rates. Price will be evaluated for reasonableness, risk, and affordability.